Red Hat Customer Portal 1 Managing User Access to the Red Hat Customer Portal and the Red Hat Network Application

Creating and Configuring User Accounts
Edition 4

Red Hat Global Support Services

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Abstract

User-account logins for the Red Hat Customer Portal and the Red Hat Network (RHN) application are unified under a Single Sign-On (SSO) system. This guide describes the User Management application that allows you to create and configure user accounts to separately control access to resources and functionality for both the Red Hat Customer Portal and the RHN application.

Table of Contents

Chapter 1. Basic User Management **2**
1.1. Accessing the User Management Application 2
1.2. Creating New User Accounts 3
1.2.1. Creating a Single New User Account 3
1.2.2. Creating Multiple New User Accounts 3
1.3. Changing Settings and Permissions for Existing User Accounts 4
1.3.1. Managing RHN User Access - Changing Single Settings 4
1.3.1.1. General Tab 5
1.3.1.2. Login Information Tab 5
1.3.1.3. User Preferences Tab 5
1.3.1.4. Access Permissions Tab 6
1.3.1.5. System Groups Tab 10
1.3.1.6. Systems Tab 10
1.3.1.7. Channel Permissions Tab 11
1.3.2. Changing Settings for Multiple Users 11
1.4. Deactivating and Reactivating User Accounts 11
1.4.1. Deactivating Users 11
1.4.2. Reactivating Users 13

Chapter 2. Advanced User Management **17**

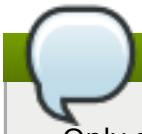
Chapter 1. Basic User Management

This chapter describes how to create new user accounts, change user settings and permissions, and deactivate user accounts.

1.1. Accessing the User Management Application

The **User Management** application allows you to create and configure user accounts to separately control access to resources and functionality for both the Red Hat Customer Portal and the Red Hat Network (RHN) application.

1. Log into the Customer Portal as an Organization Administrator.



Note

Only an RHN user whose account has been configured with the role of Organization Administrator can create and configure RHN and Red Hat Customer Portal user accounts. RHN Organization Administrators have unlimited access to RHN resources and functionality, and they have root privileges for all systems assigned to their organization on RHN. All other RHN users can access only the systems assigned to them and can use RHN to perform only the tasks associated with their assigned Roles. For more information on user roles, see Section 1.3.1.4, “Access Permissions Tab” below or section 6.9.1.1.1 of the *RHN Reference Guide*.

2. In the upper-right corner of the Customer Portal, click your user name and choose **Account Settings**.

   You will see the following screen:

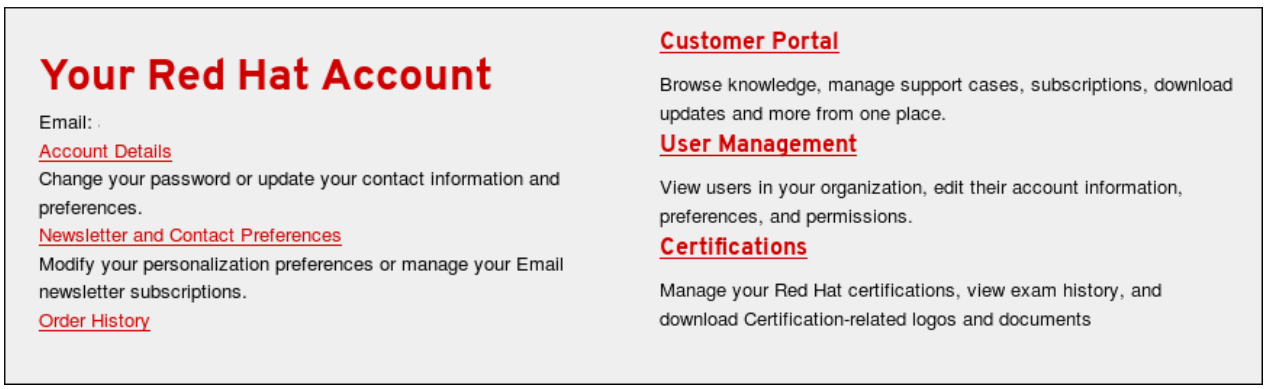

Your Red Hat Account
Email:
Account Details
Change your password or update your contact information and preferences.
Newsletter and Contact Preferences
Modify your personalization preferences or manage your Email newsletter subscriptions.
Order History
Customer Portal
Browse knowledge, manage support cases, subscriptions, download updates and more from one place.
User Management
View users in your organization, edit their account information, preferences, and permissions.
Certifications
Manage your Red Hat certifications, view exam history, and download Certification-related logos and documents

Figure 1.1. Organization Administrator Dashboard

Note

If you cannot see the **User Management** link on the right side of this page, you do not have permissions to create and configure online user accounts for RHN and the Red Hat Customer Portal. Please see your RHN Organization Administrator to change the permissions for your user account.

3. Click **User Management** to display a list of user accounts that have been configured for your organization.

   You will see the following screen:

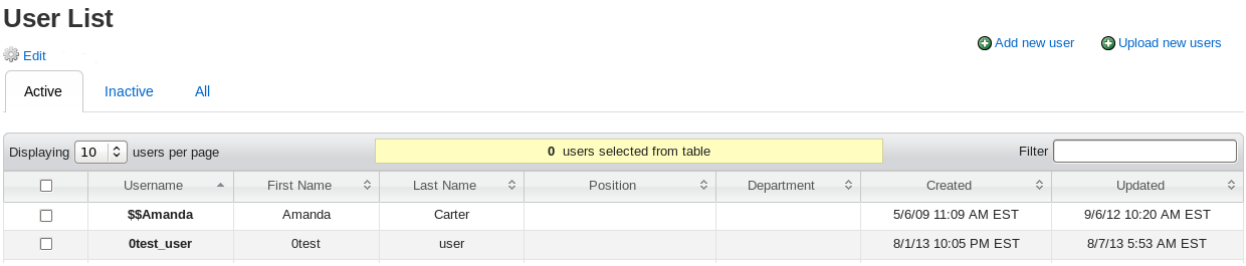


Figure 1.2. User List

1.2. Creating New User Accounts

You can create a new user manually, or you can bulk upload a list of users.

1.2.1. Creating a Single New User Account

To create a single new user account for the RHN and Red Hat Customer Portal applications, click **Add new user** in the upper-right corner of the User List page (shown above). You will be taken to the initial configuration page for the new account:

Figure 1.3. Adding a New User

Complete the information for the new user account and click **Save**. For more information on roles, see Section 1.3.1.4, “Access Permissions Tab” below.

1.2.2. Creating Multiple New User Accounts

To create multiple new user accounts for the RHN and Red Hat Customer Portal applications, click **Upload new users** in the upper-right corner of the User List page. You will be taken to the CSV Upload page:

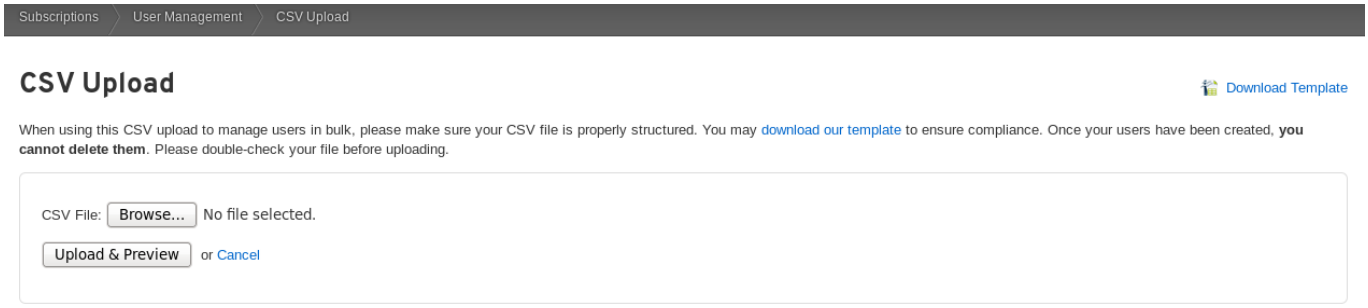

Subscriptions
User Management
CSV Upload
CSV Upload
Download Template
When using this CSV upload to manage users in bulk, please make sure your CSV file is properly structured. You may download our template to ensure compliance. Once your users have been created, you cannot delete them. Please double-check your file before uploading.
CSV File:
Browse...
No file selected.
Upload & Preview
or Cancel

Figure 1.4. CSV Bulk Upload

On this page, you can upload and preview a CSV file of new user accounts.

Note

Be sure to download the template provided on the CSV Upload page to ensure that you are using the correct format. Once your users have been created, you cannot delete them. Please double-check your file before uploading. Also, please note that no more than 100 users can be added at one time.

1.3. Changing Settings and Permissions for Existing User Accounts

To configure an existing online user account, access the User List page, select the desired user(s) you wish to modify, and click **Edit**.

1.3.1. Managing RHN User Access - Changing Single Settings

If you select a single user, you will see the **General** tab on the configuration page for the user account:

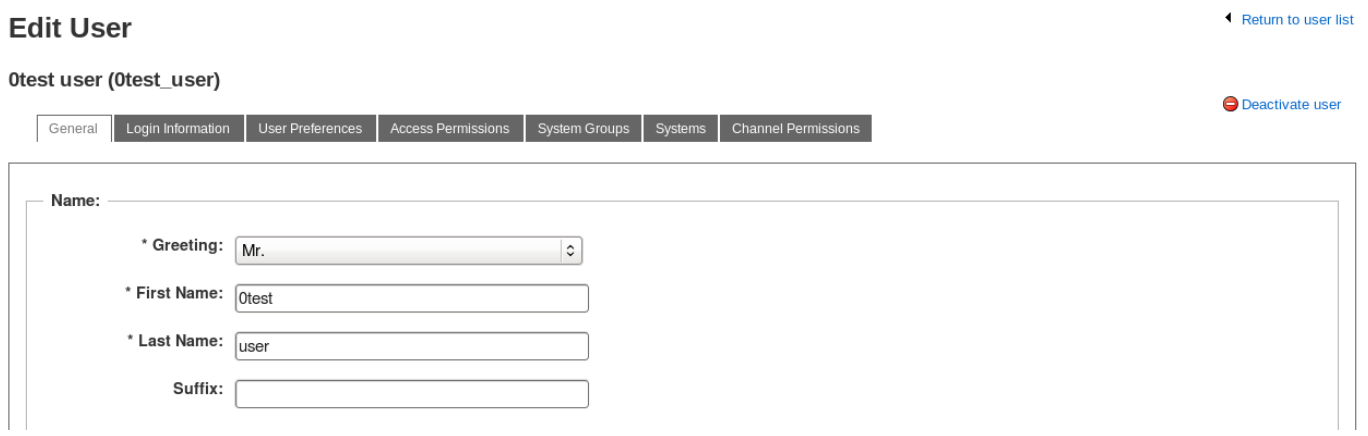


Figure 1.5. Modifying an Existing User

The user account configuration page has the following seven tabs:

- **General**

- **Login Information**
- **User Preferences**
- **Access Permissions**
- **System Groups**
- **Systems**
- **Chanel Permissions**

The next subsections describe these tabs in more detail.

1.3.1.1. General Tab

On the **General** tab (shown above), you can enter the user's name, job title, department name/number, and contact information. Click **Save** at the bottom of the page to apply your changes.

This page also displays history information about when the user was created and when the user's information was last updated.

1.3.1.2. Login Information Tab

Use the **Login Information** tab to change the password for the user account. Enter the new password twice and click **Save** to change the password.

Note

You cannot change the user name for an existing user account.

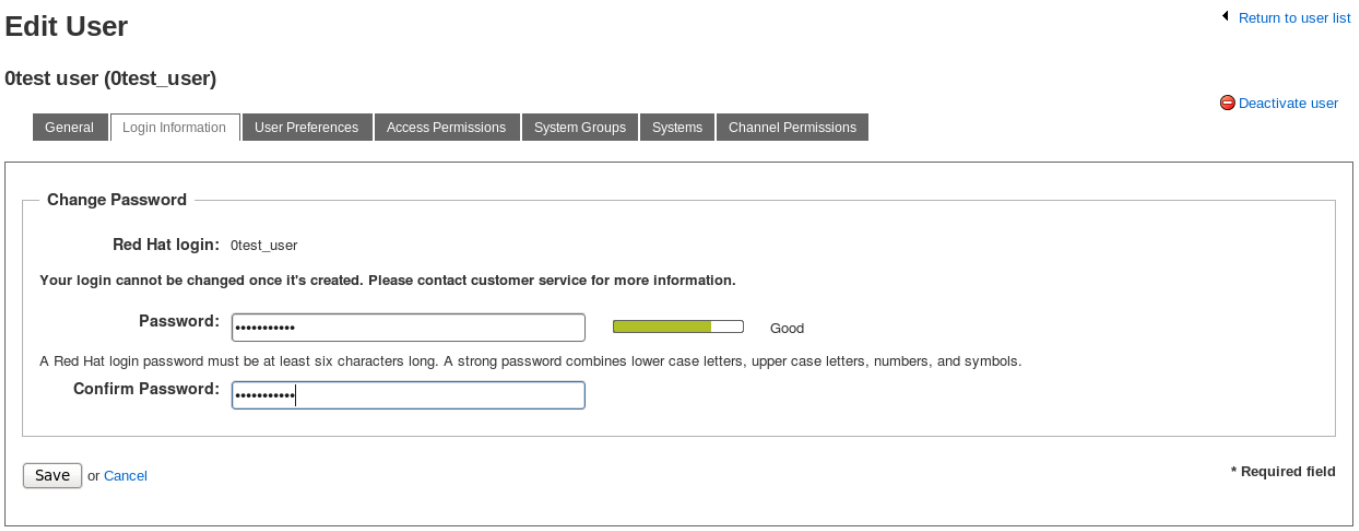


Figure 1.6. Changing a User's Password

1.3.1.3. User Preferences Tab

Use the **User Preferences** tab to select the language and time zone for the RHN and Red Hat Customer Portal applications. Click **Save** to apply your changes.

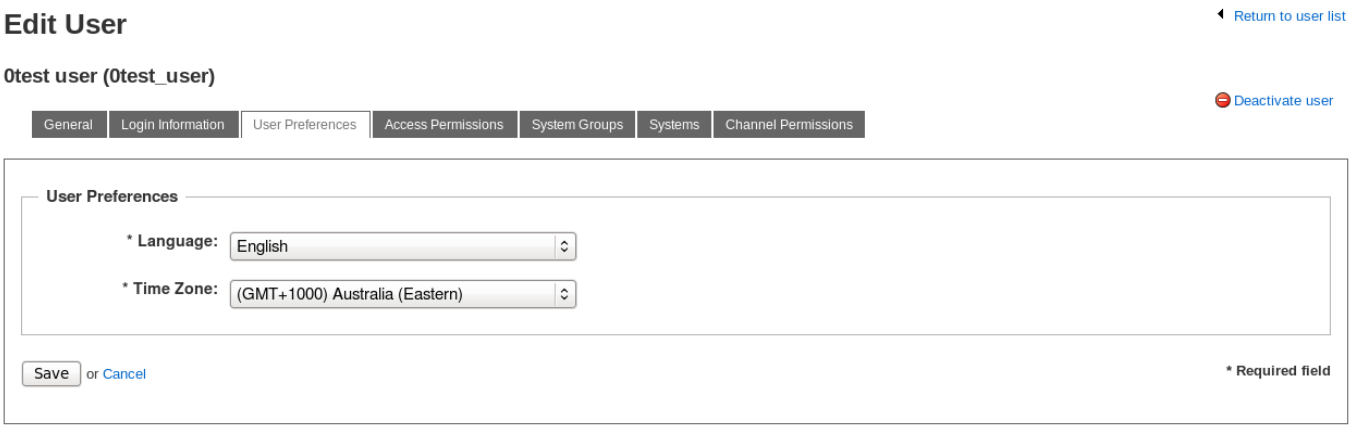


Figure 1.7. Changing a User's Preferences

1.3.1.4. Access Permissions Tab

Use the **`Access Permissions`** tab to control the user's access to resources and functionality for the Red Hat Customer Portal and the RHN application. Permissions for each environment are controlled separately, as described below.

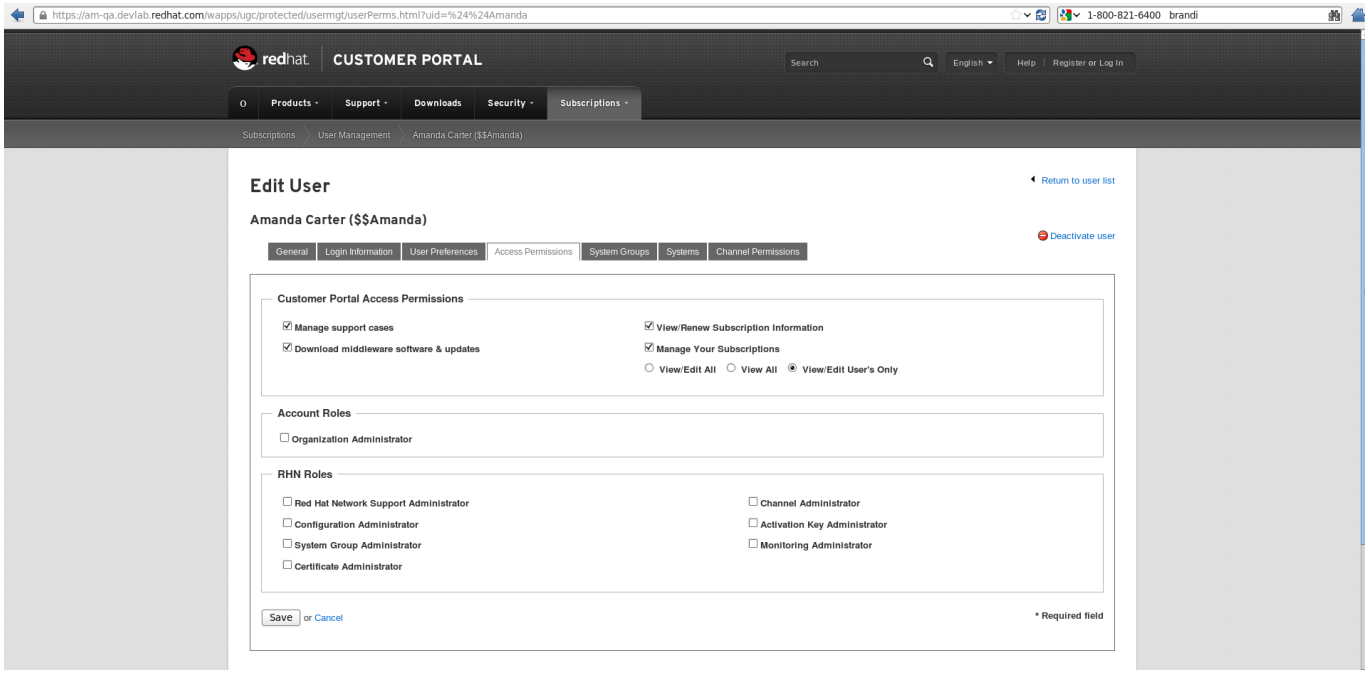


Figure 1.8. Changing a User's Permissions

Use the **`Access Permissions`** section of this tab to configure user access permissions for the Red Hat Customer Portal. Check the boxes that correspond to the Red Hat Customer Portal resources and functionality that you want the user to be able to access. When users with restricted access permissions log into the Red Hat Customer Portal, they will be able to see all available menus. However, if those users click on a menu for which they do not have access, the Red Hat Customer Portal will display an error message.

The four checkboxes under the **`Access Permissions`** section control access to different resources on the Red Hat Customer Portal, as described in the table below.

Table 1.1. Access Permissions

Customer Portal Access Permissions Checkbox	What It Controls
Manage Support Cases	Allows the user to view, create, and update support cases under the Support Cases section of the **Support** menu.
View/Renew Subscription Information	Allows the user to view account subscription and renewal information in the Subscriptions section of the **Subscriptions** menu.
Download Middleware Software & Updates	Allows the user to access JBoss Middleware downloads. Applies only to JBoss Middleware downloads through the Red Hat Customer Portal and does not restrict access to any downloads via RHN. You can restrict access to RHN downloads via the Channel Permissions section described in Chapter 2, *Advanced User Management*.
Manage Your Subscriptions	Allows the user to access Red Hat Certificate-Based Subscription Management under the Certificate-Based Management section of the **Subscriptions** menu.

View/Edit All	▸ Allows the user to view and edit all the account systems under the unit and distributor tabs.
	▸ User can view all details on the overview page and has access to all functionality.
	▸ User can view all subscriptions available in inventory and take actions such as downloading certificates.
	▸ User can view subscription utilization page.
	▸ User can view and take action on all Units
	  ◦ Register systems
	  ◦ Attach subscriptions
	  ◦ Auto attach
	  ◦ Delete systems
	  ◦ View/Download certificates
	  ◦ Download/Regenerate Identity Certs
	▸ User can view and take action on all Subscription Management Applications
	  ◦ Register Subscription Management Applications
	  ◦ View all Subscription Management Applications
	  ◦ Update
	  ◦ Attach Subscriptions
	  ◦ Download Manifest
	  ◦ Delete Systems
	  ◦ Remove Subscriptions
	  ◦ Download/Regenerate Identity Certs

Customer Portal Access Permissions Checkbox	What It Controls
View All (for non-org admin users)	- Allows the user to view all the account systems under the unit and distributor tabs - User can view all details on the overview page - User can view all subscriptions available in inventory and can take actions such as downloading certificates and export all to CSV. - User can view subscription utilization page. - User who can view all Units - Can not register a system - Can not attach subscriptions - Can not Auto attach - Can not Delete systems - View/Download certificates. - Download/Regenerate Identity Certs - User can view all Subscription Management Applications (SMA) - Can not Register a Subscription Management Applications - View all Subscription Management Applications - Can not Update - Can not attach Subscriptions - Can not download Manifest - Can not delete Systems - Can not remove Subscriptions - Can download/regenerate Identity Certs
View/Edit only mine (for non-org admin users)	- Allows the user to view and edit only the systems under the unit and distributor tabs they have registered. - User can view all details on the overview page and has access to all functionality. - User can view all subscriptions available in inventory and take actions such as downloading certificates. - User can view subscription utilization page. - User can view and take action on only their Units - Register their system - Attaching subscriptions to their systems - Auto attach to their systems - Delete their systems - View/Download certificates for their systems - Download/Regenerate Identity Certs for their systems

Customer Portal Access Permissions Checkbox	What It Controls
User can view and take action on their SMA(Subscription Mgt Applications)	Register their SMA View their SMA Update Attach Subscriptions Download Manifest Delete Systems Remove Subscriptions Download/Regenerate Identity Certs

Use the **`Account Roles`** and **`RHN Roles`** sections of this tab to configure user access permissions for the RHN application. Check the boxes that correspond to the roles that you want to assign to the RHN user. The table below briefly describes each role. For more detailed information, see section 6.9.1.1.1 of the *RHN Reference Guide*.

Table 1.2. User Roles

Role Title	Role Responsibility/Access
Organization Administrator	This role can perform any function available within RHN or the Red Hat Customer Portal. As the master account for your organization, this user can alter the privileges of all other accounts, as well as conduct any of the tasks available to the other roles. Like the other roles, multiple Organization Administrators may exist. While it is possible for one Organization Administrator to remove Organization Administrator rights from another user, it is impossible to remove Organization Administrator rights from the sole remaining Organization Administrator. It is possible to remove your own Organization Administrator privileges so long as you are not the last Organization Administrator.
Channel Administrator	This role has complete access to the software channels and related associations within your organization. This user may change the base channels of systems, make channels globally subscribable, and create entirely new channels.
System Group Administrator	This role is one step below Organization Administrator in that it has complete authority over the systems and system groups to which it is granted access. This user can create new system groups, delete any assigned systems groups, add systems to groups, and manage user access to groups.
Monitoring Administrator	This role allows for the scheduling of probes and oversight of other monitoring infrastructure.
Configuration Administrator	This role enables the user to manage the configuration of systems in the organization.

Role Title	Role Responsibility/Access
Activation Key Administrator	This role is designed to manage your organization's collection of activation keys. This user can create, modify, and delete any key within your overarching account.

Click **Save** to apply your changes.

1.3.1.5. System Groups Tab

On the **System Groups** tab, you can use the checkboxes to set a user's access permissions to each system group. You can also select one or more default system groups for the user so that when the user registers a system, that system will be assigned to the selected group or groups.

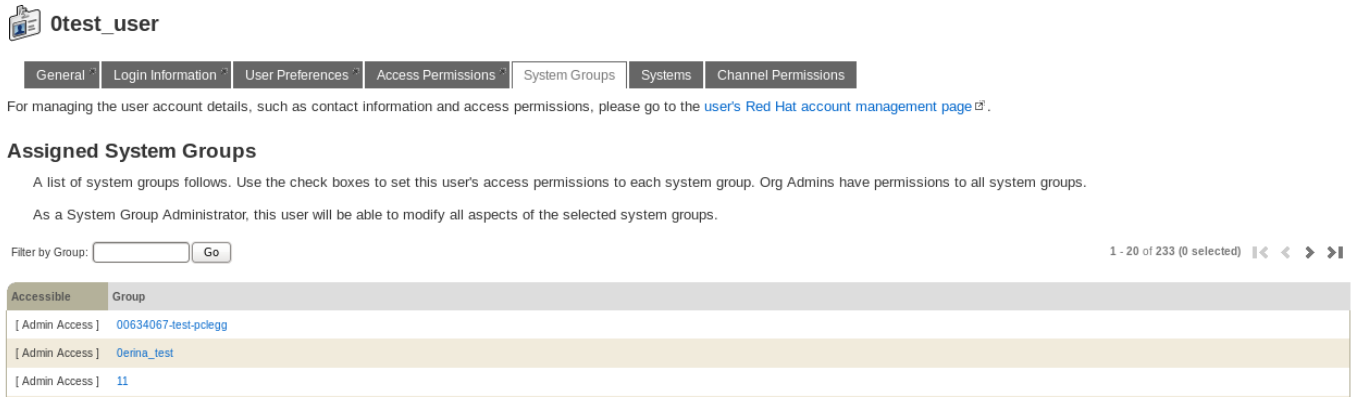

0test_user
General
Login Information
User Preferences
Access Permissions
System Groups
Systems
Channel Permissions
For managing the user account details, such as contact information and access permissions, please go to the user's Red Hat account management page.
Assigned System Groups
A list of system groups follows. Use the check boxes to set this user's access permissions to each system group. Org Admins have permissions to all system groups.
As a System Group Administrator, this user will be able to modify all aspects of the selected system groups.
Filter by Group:
Go
1 - 20 of 233 (0 selected)
Accessible
Group
[Admin Access]
00634067-test-pclegg
[Admin Access]
0erina_test
[Admin Access]
11

Figure 1.9. Changing a User's Assigned System Groups

1.3.1.6. Systems Tab

On the **Systems** tab, you can select from the systems listed for use in the System Set Manager. Click **Save** at the bottom of the page to apply your changes.

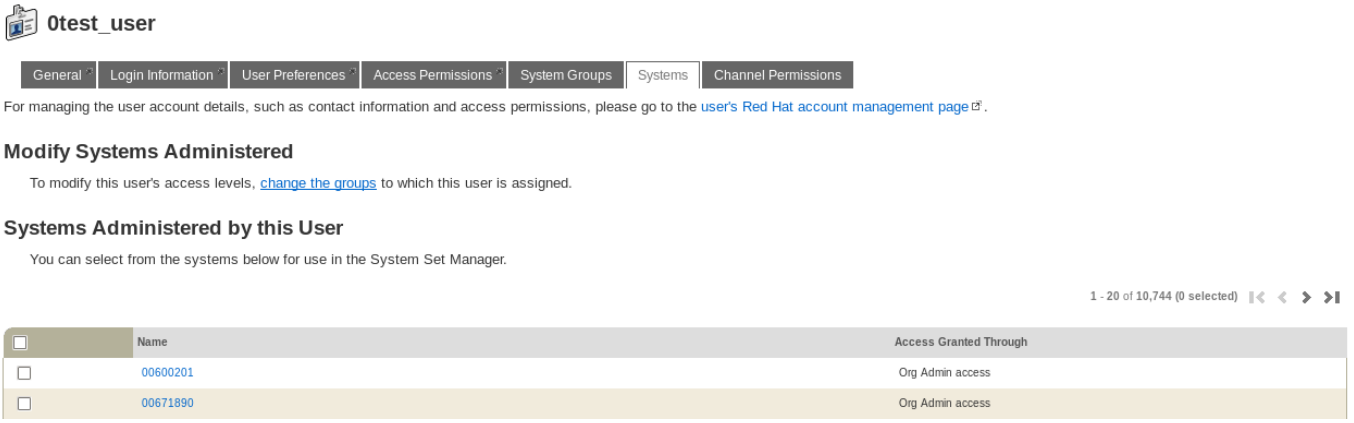

0test_user
General
Login Information
User Preferences
Access Permissions
System Groups
Systems
Channel Permissions
For managing the user account details, such as contact information and access permissions, please go to the user's Red Hat account management page.
Modify Systems Administered
To modify this user's access levels, change the groups to which this user is assigned.
Systems Administered by this User
You can select from the systems below for use in the System Set Manager.
1 - 20 of 10,744 (0 selected)
Name
Access Granted Through
00600201
Org Admin access
00671890
Org Admin access

Figure 1.10. Changing a User's Assigned Systems

1.3.1.7. Channel Permissions Tab

On the **Channel Permissions** tab, you can find the list of channels available to your organization. You may grant explicit channel subscription permission to a user for each of the channels listed.

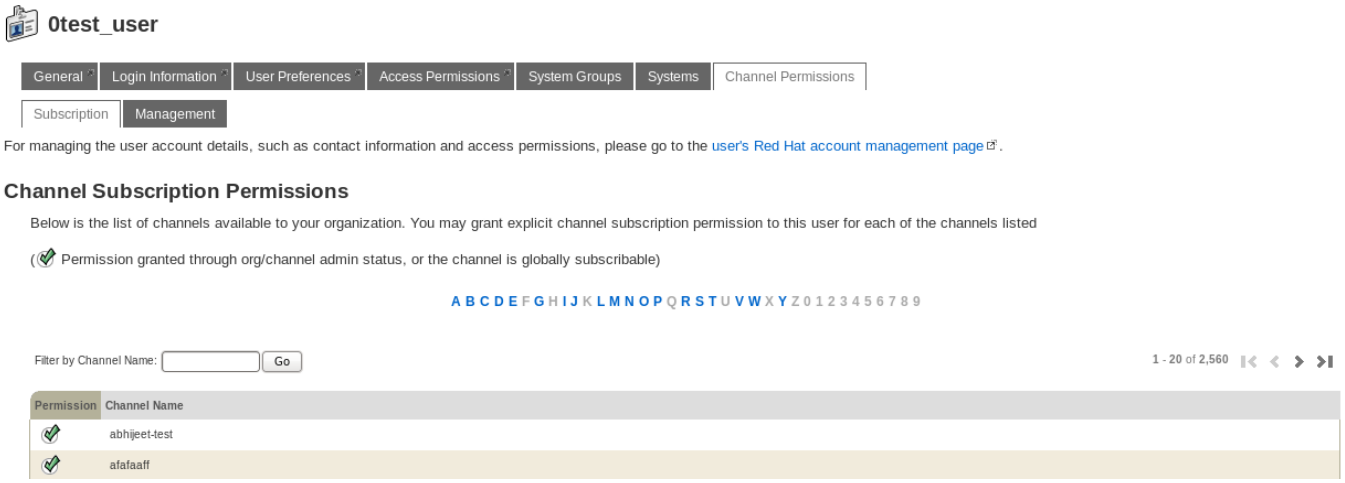

0test_user
General
Login Information
User Preferences
Access Permissions
System Groups
Systems
Channel Permissions
Subscription
Management
For managing the user account details, such as contact information and access permissions, please go to the user's Red Hat account management page.
Channel Subscription Permissions
Below is the list of channels available to your organization. You may grant explicit channel subscription permission to this user for each of the channels listed
(Permission granted through org/channel admin status, or the channel is globally subscribable)
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9
Filter by Channel Name:
Go
1 - 20 of 2,560
Permission
Channel Name
abhijeet-test
afafaaff

Figure 1.11. Changing a User's Channel Subscription Permissions

1.3.2. Changing Settings for Multiple Users

If you select multiple users, you will see a pop-up with checkbox selections, allowing you to edit roles for all selected users at one time. Click **Apply** to save your changes.

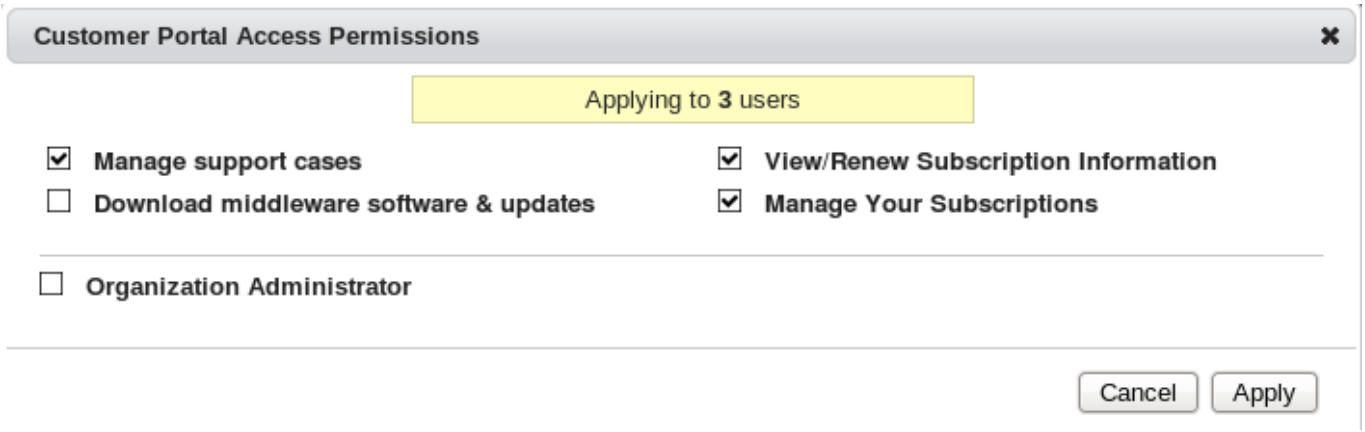


Figure 1.12. Changing Access Permissions for Multiple Users

1.4. Deactivating and Reactivating User Accounts

To protect data integrity, a user account cannot be deleted. However, an RHN Organization Administrator can deactivate and reactivate existing user accounts as necessary.

1.4.1. Deactivating Users

To deactivate existing user accounts, select the checkbox next to the desired user name(s) on the User List page and select **Deactivate** to deactivate the accounts.

Figure 1.13. Deactivating Multiple Users

You can also deactivate a single user by following these steps:

1. To deactivate an existing user account, begin by selecting the appropriate user name on the User List page and clicking **Edit** to display the **General** tab on the configuration page for the user account.

2. In the upper-right corner of the page, click **Deactivate user**:

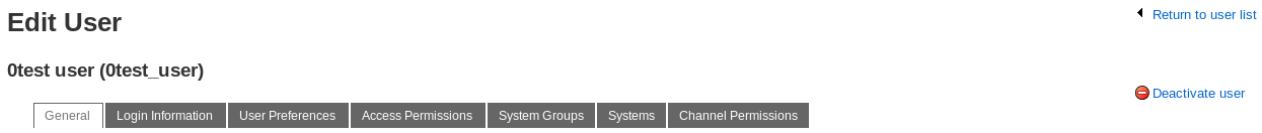


Figure 1.14. Deactivating a User (1 of 3)

3. Click **Yes** to confirm the deactivation:

Deactivate User
Are you sure you would like to deactivate this user? This user will no longer be able to log in or perform actions until reactivated.
Yes
Cancel
Position/Job Title:
Product Manager

Figure 1.15. Deactivating a User (2 of 3)

4. You will receive a confirmation message:

User Deactivated
You may reactivate this user whenever you like by clicking on the "activate user" button at the top of the user detail page.
Close
Position/Job Title:
Product Manager

Figure 1.16. Deactivating a User (3 of 3)

1.4.2. Reactivating Users

1. To view a list of deactivated users, select the **Inactive** tab on the User List page.

2. Select the desired user(s) to reactivate and select **`Activate`**.

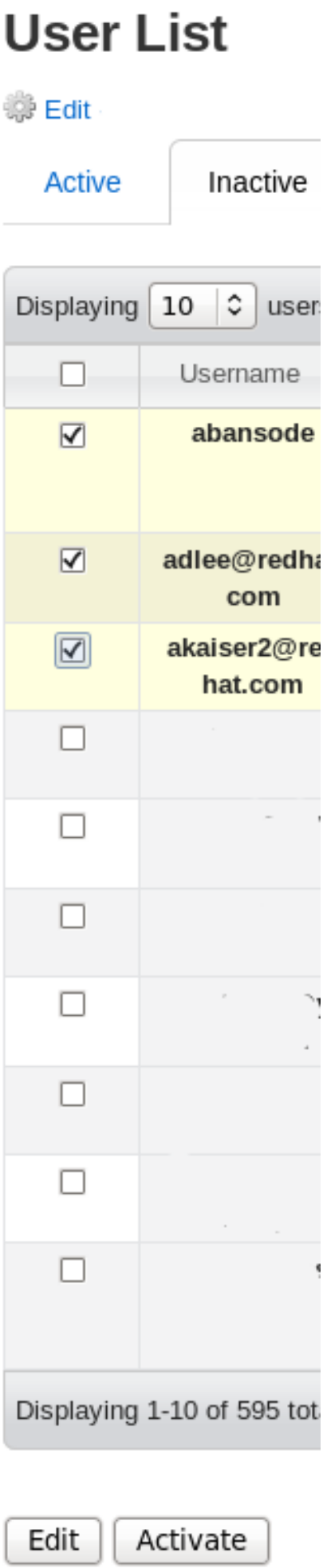

User List
Edit
Active
Inactive
Displaying 10
Username
abansode
adlee@redha
com
akaiser2@re
hat.com
Displaying 1-10 of 595 tot
Edit
Activate

Figure 1.17. Reactivating Users (1 of 2)

3. You will receive a confirmation message:

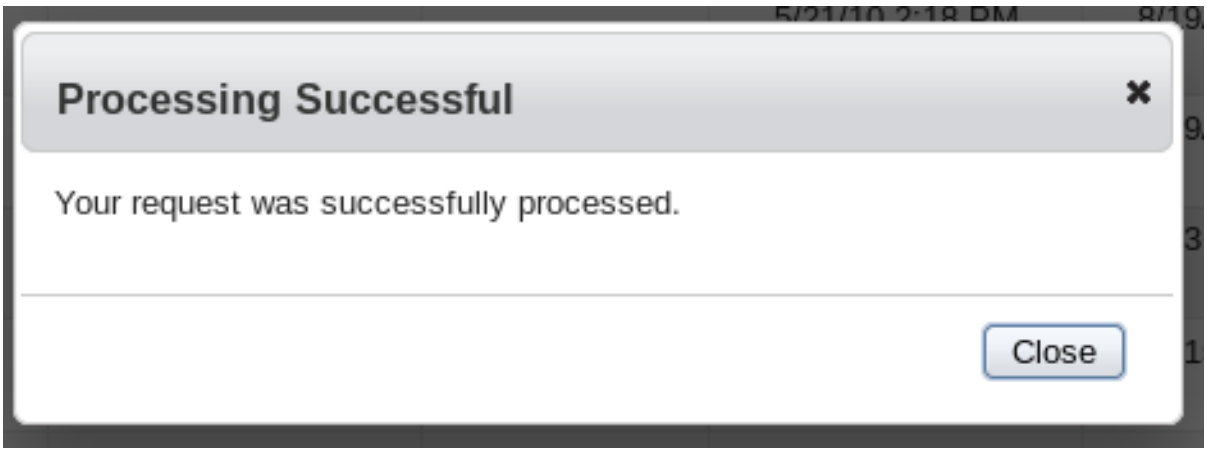


Figure 1.18. Reactivating Users (2 of 2)

Chapter 2. Advanced User Management

The above information should be enough to get you started. However, if you need to restrict a user's download access via RHN, this section outlines the steps you should take.

1.

Unsubscribe the User from Channels

To begin, you must first unsubscribe the user from channels.

a. Select the desired user and navigate to the **Channel Permissions** tab.

b. Click **Management** under the **Channel Permissions** tab:

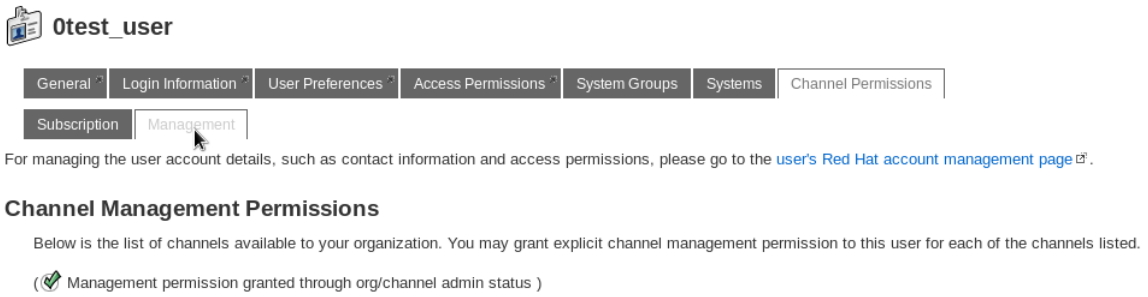

0test_user
General
Login Information
User Preferences
Access Permissions
System Groups
Systems
Channel Permissions
Subscription
Management
For managing the user account details, such as contact information and access permissions, please go to the user's Red Hat account management page.
Channel Management Permissions
Below is the list of channels available to your organization. You may grant explicit channel management permission to this user for each of the channels listed.
(Management permission granted through org/channel admin status)

Figure 2.1. Channel Permissions

c. Uncheck the boxes next to all of the desired channel names.

d. Click the **Update Permissions** button near the bottom of the page.

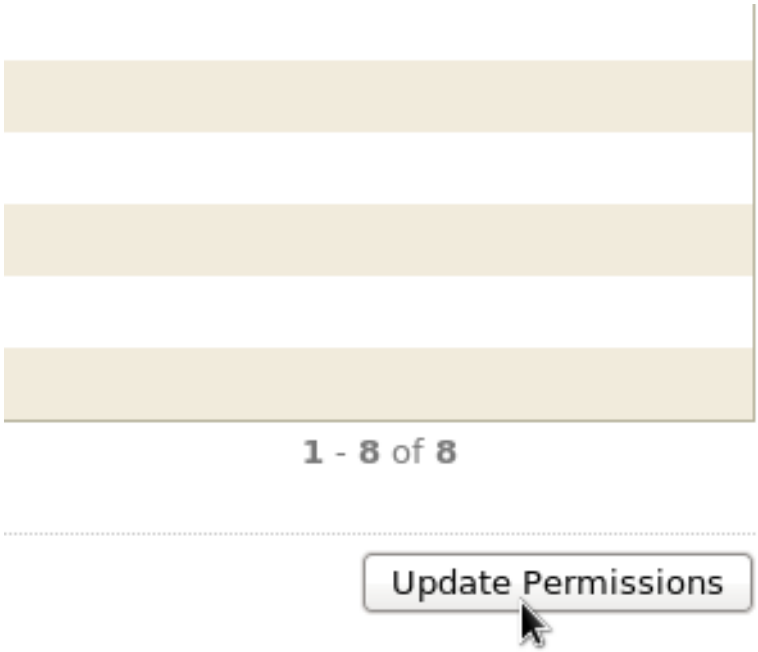


Figure 2.2. Update Permissions

2.

Ensure Channels are Not Globally Subscribable

You must make sure that there are no globally subscribable channels.

a. Begin by navigating to the RHN System Set Manager and selecting **Channels**, as shown in the image below.

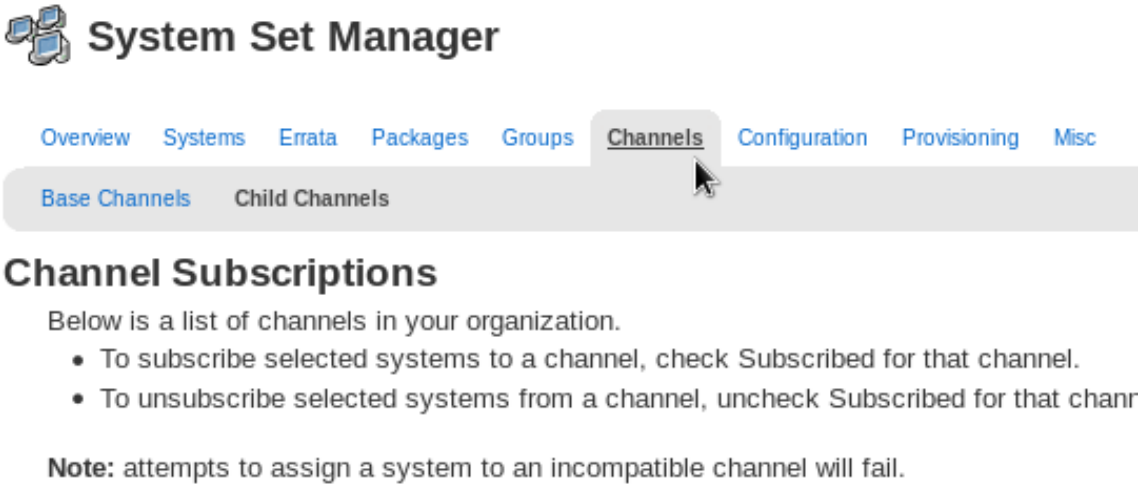


Figure 2.3. Software Channels

b. Select **Channel Details** next to the desired release channel:

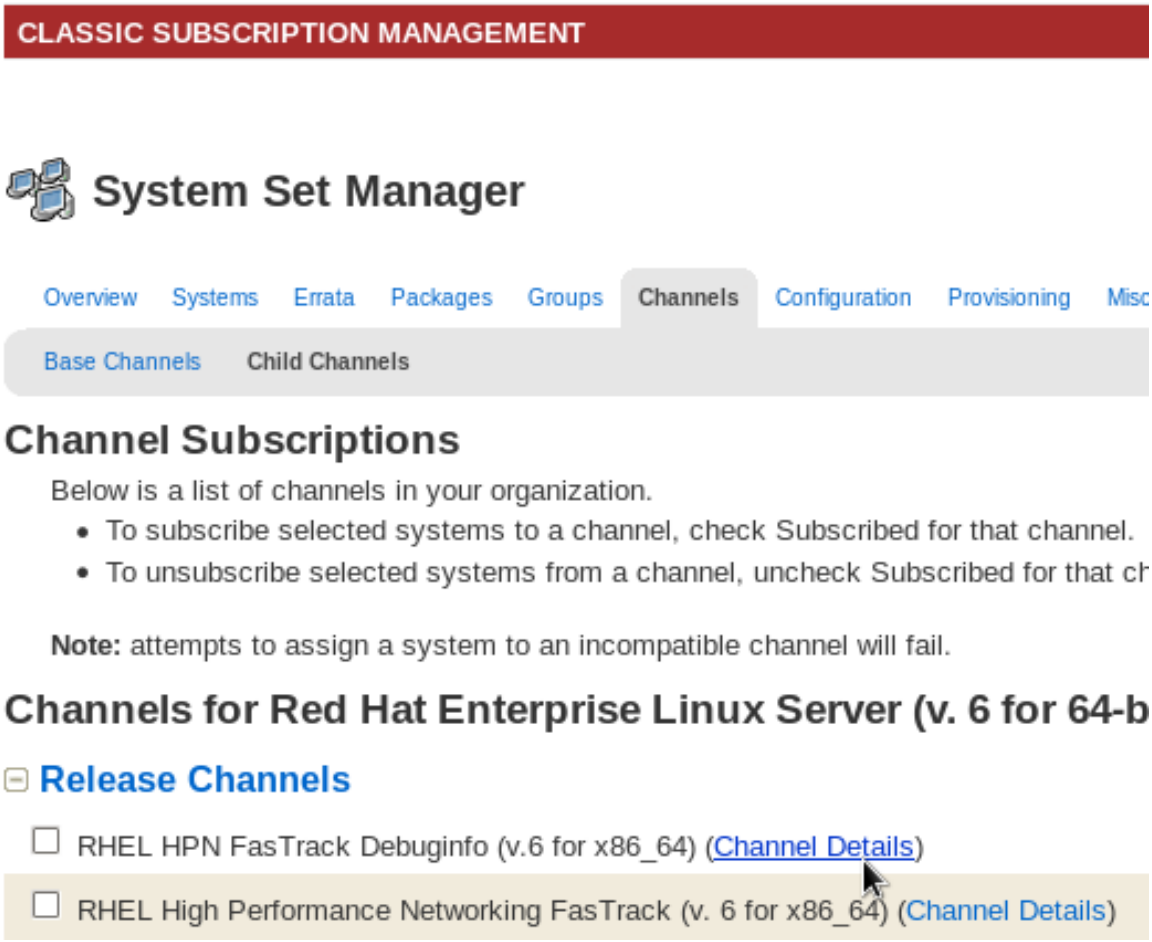

CLASSIC SUBSCRIPTION MANAGEMENT
System Set Manager
Overview
Systems
Errata
Packages
Groups
Channels
Configuration
Provisioning
Misc
Base Channels
Child Channels
Channel Subscriptions
Below is a list of channels in your organization.
To subscribe selected systems to a channel, check Subscribed for that channel.
To unsubscribe selected systems from a channel, uncheck Subscribed for that ch
Note: attempts to assign a system to an incompatible channel will fail.
Channels for Red Hat Enterprise Linux Server (v. 6 for 64-b
Release Channels
RHEL HPN FasTrack Debuginfo (v.6 for x86_64) (Channel Details)
RHEL High Performance Networking FasTrack (v. 6 for x86_64) (Channel Details)

Figure 2.4. Selecting Channel Details

c. Scroll down and uncheck the **`Globally Subscribable`** option:

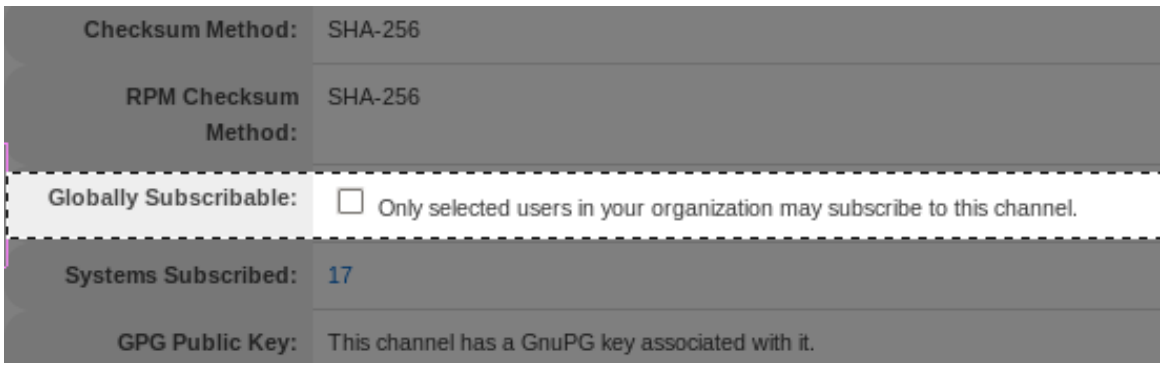


Figure 2.5. `Globally Subscribable` Option

d. Click the **`Update`** button near the bottom of the screen.

3.

Update the User for Each Channel

To completely remove all permissions, you must repeat Step 1 for the user and the channel that you updated in Step 2. However, you can use the **`Filter by Channel Name`** field to search for the correct channel (shown in the figure below) instead of selecting Management under the Channel Permissions tab.

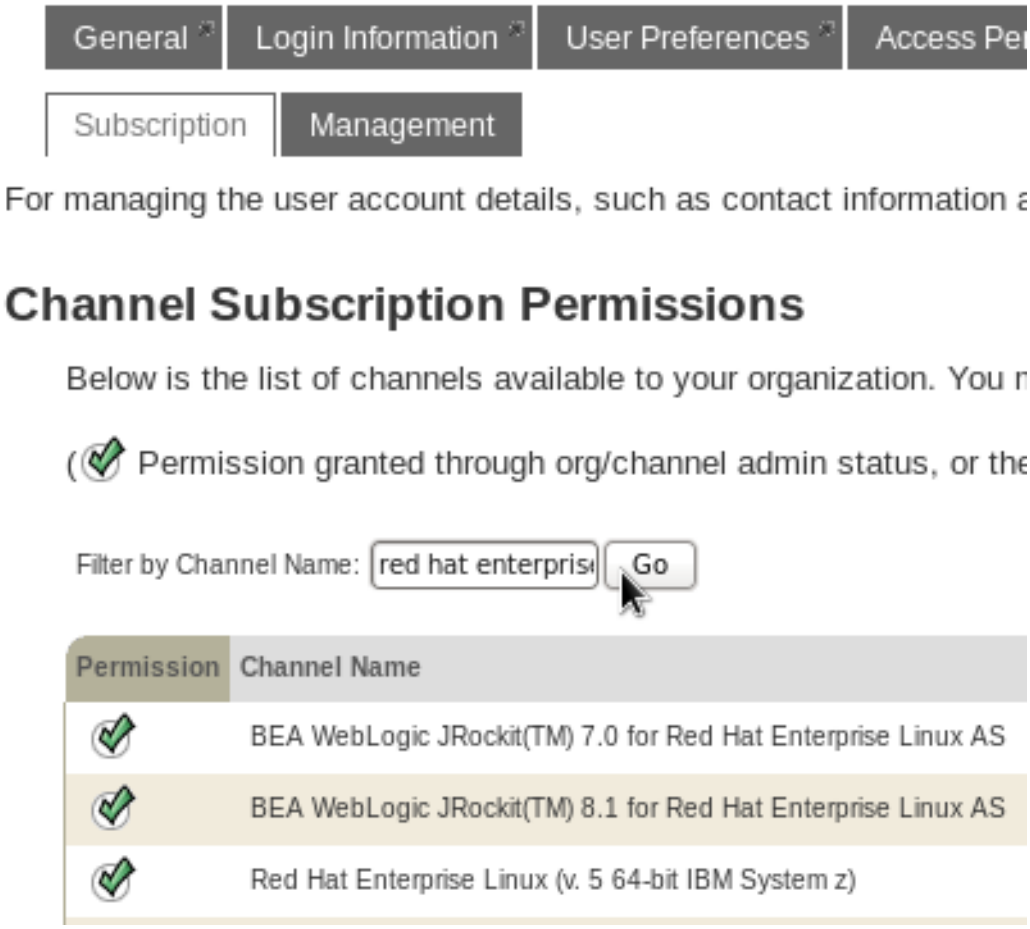

General
Login Information
User Preferences
Access Pe
Subscription
Management
For managing the user account details, such as contact information a
Channel Subscription Permissions
Below is the list of channels available to your organization. You r
Permission granted through org/channel admin status, or the
Filter by Channel Name:
red hat enterpris
Go
Permission
Channel Name
BEA WebLogic JRockit(TM) 7.0 for Red Hat Enterprise Linux AS
BEA WebLogic JRockit(TM) 8.1 for Red Hat Enterprise Linux AS
Red Hat Enterprise Linux (v. 5 64-bit IBM System z)

Figure 2.6. Updating User Access

Once that is complete, repeat Step 2 and Step 3 until you have updated all the desired channels for that user.

4.

Ensure Other Users Maintain Access

One unintended consequence of making sure that channels are not globally subscribable is that it unsubscribes other users from those channels as well. To subscribe users to channels that were previously globally subscribable, repeat Step 1 for each of those users, but check the box next to the appropriate channels to assign permissions.

5. **More Information**

For more information, see the official API documentation at https://access.redhat.com/site/documentation/en-US/Red_Hat_Network/5.0.0/html/API_Documentation/index.html.